

System 25 Switch Administration

5

Overview

This chapter describes how to administer the System 25 switch for integration with the Intuity AUDIX™ system. These procedures include how to do the following:

- Disconnect signaling reliability
- Group coverage member assignments
- Group calling trunk or pool assignments
- Hunt type
- Group coverage receiver
- Group type
- Allowed lists
- Assign allowed lists to Intuity AUDIX ports
- Disallowed lists
- Assign disallowed lists to Intuity AUDIX ports
- Assign extensions for night service
- Assign INTUITY AUDIX® calling group for night service

Purpose

The purpose of this chapter is to provide instructions for administering the System 25 switch either with the system programming utility or from the console.

Logging in to System 25

NOTE:
The procedure contained here assumes basic knowledge of System 25 administration, including logging in and out.

To log in to the System 25, perform the following procedure:

- 1. Start at the System 25 Administration Main menu and select

```
> Switch Administration
```

The system displays the System 25 Administration menu ([Figure 5-1](#)).

```
+ 1 System 25 Administration +  
|>System 25 Advanced Administration |  
| System 25 AAS Configuration/Demo |  
| System 25 Basic Administration |  
+-----+
```

Figure 5-1. System 25 Administration Menu

- 2. Select

```
> System 25 Advanced Administration
```

The system displays the Confirm Switch Administration ([Figure 5-2](#)).

```
+ 2 Confirm Switch Administration Startup +
|
| STATUS-----
|
| You have selected System 25 Administration. Doing so
| will require the temporary disabling of Remote Maintenance.
|
| SELECT TASK----
|
| To continue, turn the switch box to
| 'PBX Administration' then.....Press <CONTINUE> (F3)
|
| To return to the previous menu.....Press <CANCEL> (F6)
|
|
|-----+

```

Figure 5-2. Confirm Switch Administration Startup Window

⇒ NOTE:
Selecting System 25 Basic Administration produces a similar message and requires the same disabling of Remote Maintenance.

⇒ NOTE:
If a remote session is active, the system displays a warning message that you cannot continue. Terminate the remote session and begin this procedure again.

3. Set the switch box to PBX Administration.
4. Press **F3** (submit).

The system displays a connectivity window with a confirmation message asking you to confirm connectivity.
5. Press **ENTER**.

The application confirms connectivity between the System 25 and the Intuity AUDIX system and asks the subscriber to enter a password.

Do *not* enter a password at this time.
6. Press **ESC** to continue.

The system displays the System 25 Administration Security Screen pop-up window.

- 7. Enter the System 25 administration password (.
The system displays the System 25 Administration Main menu ([Figure 5-3](#)).

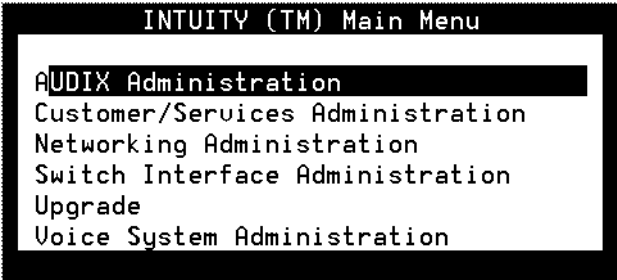


Figure 5-3. System 25 Administration Main Menu

- 8. Proceed with a System 25 administrative function.

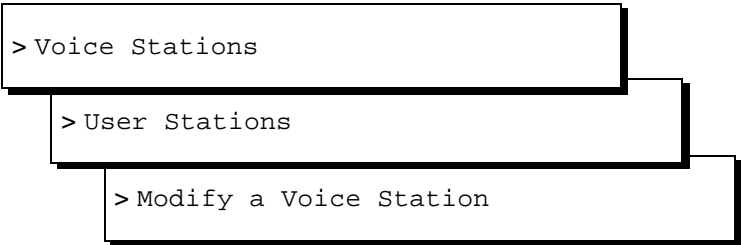
Modifying a User Station to a Consistent Dial Plan

The Intuity AUDIX system requires that the dialing plan be three or four digits, but not both. The System 25 default is a three-digit numbering plan, starting with 200. If your System 25 has been administered to allow a mixture of numbering plans, the stations must be renumbered. Use the values you wrote in [Worksheet G: Voice Station Records](#) for station information.

⇒ NOTE:
If you must modify multiple extensions, you can do so from the Voice Station Directory window. See [“Modifying Multiple User Extension Numbers to a Consistent Dial Plan”](#) below.

To number a user station to comply with the dial plan, perform the following procedure:

- 1. From the System 25 Administration Main menu, select



The system displays the Modify a Voice Station window ([Figure 5-4](#)).

```
MODIFY A VOICE STATION

Identify the PDC, Port Number or
Name of Station to be changed:

PDC(1-9999):..... [blacked out]
(1-3/1-12/1-8|1-24 for T1):..... ____/____/____
Name:..... _____
```

Figure 5-4. Modify A Voice Station Window; Renumbering Stations to Either a Three-Digit or Four-Digit Plan

- 2. Enter either the station's PDC (in the first field) or the carrier/slot/port location (in the second field).

The other fields in window are automatically populated with the corresponding information.

- 3. Press **F7** (Next).

The system displays the Voice Station window ([Figure 5-5](#)).

```
VOICE STATION

PDC (1-9999):..... 405      Port # (1-3/1-12/1-8|1-24 for T1): 1/04/06
Name (Last,First):.....      Loc:.....
Type (scroll):Single Line
```

Figure 5-5. Voice Station Window; Entering New Dial Plan Information

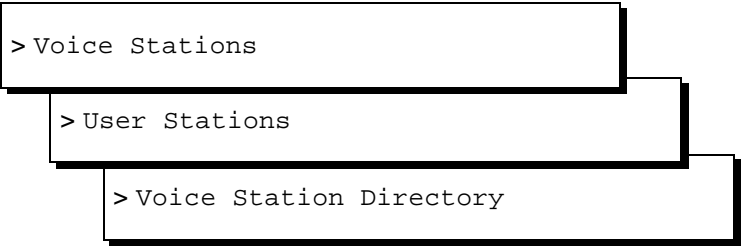
- 4. Enter the new PDC in the PDC (1-9999) field.
- 5. Press **F3** (submit) to save your entry.
- 6. Press **ESC** repeatedly to return to the Main menu and proceed to [“Setting Coverage Options”](#).

Modifying Multiple User Extension Numbers to a Consistent Dial Plan

The Intuity AUDIX system requires that the dialing plan be three or four digits, but not both. The System 25 default is a three-digit numbering plan, starting with 200. If your System 25 has been administered to allow a mixture of numbering plans, the stations must be renumbered. Use the values you wrote in Worksheet [G](#): *Voice Station Records* for station information.

To renumber multiple user stations to comply with the dial plan, perform the following procedure:

- 1. From the System 25 Administration Main menu, select



The system displays the Voice Stations window ([Figure 5-6](#)).

VOICE STATIONS						
PORT	TYPE (scroll)	NUMBER	NAME	LOCATION	SIP	JACK
1/04/01	Coverage/Auto-Attend	400	AUDIX1			
1/04/02	Coverage/Auto-Attend	401	AUDIX2			
1/04/03	Coverage/Auto-Attend	402	INTUITY 3			
1/04/04	Coverage/Auto-Attend	403	AUDIX 4			
1/04/05	Coverage/Auto-Attend	404				
1/04/06	Single Line	405				
1/04/07	Single Line	406				
1/04/08	Single Line	407				
1/12/01	Single Line	408				
1/12/02	Single Line	409				
1/12/03	Single Line	410				
1/12/04	Single Line	411				
1/12/05	Single Line	412				
1/12/06	Single Line	413				
1/12/07	Single Line	414				
1/12/08	Single Line	415				
1/03/01	Attend.-Direct Trunk	200	Attendant			
1/03/02	1st Selector Console					

Figure 5-6. Voice Stations Window; Renumbering Stations to Either a Three-Digit or Four-Digit Plan

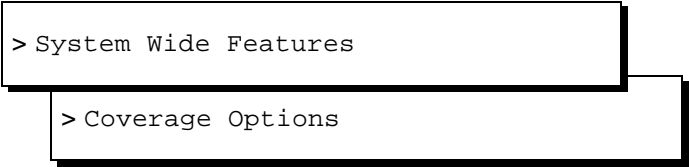
- 2. Using the arrow keys, highlight a line containing a station you need to renumber.
- 3. Enter the station's new PDC in the `Number` field.
- 4. Press `F3` (Submit) to save your entry.
- 5. Repeat step 2 and step 3 until all stations are renumbered.
- 6. Press `ESC` repeatedly to return to the Main menu and continue with the next procedure.

Setting Coverage Options

Typically, you administer the System 25 to allow coverage ringing on internal calls. You administer the system to send a call to coverage after a certain number of rings. Use the values you wrote in Worksheet [A: Coverage Options/Maintenance Access](#).

To administer coverage options, perform the following procedure:

- 1. From the Main menu, select



The system displays the Coverage Options window ([Figure 5-7](#)).

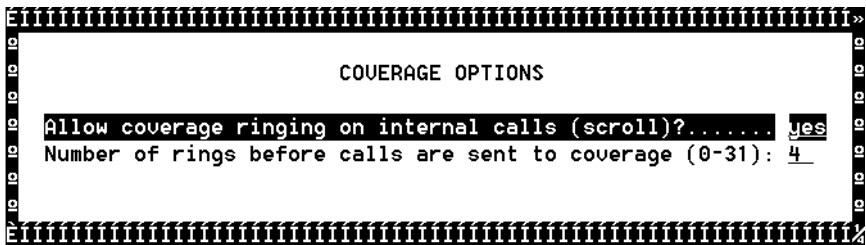


Figure 5-7. Coverage Options Window

- 2. Enter **yes** in the Allow coverage ringing on internal call? field.
- 3. Enter the number of rings before a call is sent to coverage (usually 3 or 4, but can be anything from 0–31) in the Number of rings before calls are sent to coverage: field.

4. Press **F3** (Submit) to save your entry.
5. Press **ESC** repeatedly to return to the Main menu and continue with the next procedure.

Administering Tip/Ring Ports for Use with the INTUITY AUDIX Application

The Tip/Ring ports that are to be used with the INTUITY AUDIX application must be readministered as VMS ports. Before you begin, you must know which Tip/Ring ports to use. Use the values you wrote in Worksheet [B: Voice Messaging Systems](#).

⇒ NOTE:

If the INTUITY AUDIX application is replacing an existing Integrated Solutions II or III system, this administration is already complete. Proceed to the ["Creating a DGC for the INTUITY AUDIX Application"](#).

⇒ NOTE:

If you need to add new ports, use the Auxiliary Equipment window.

To administer Tip/Ring ports for use with the INTUITY AUDIX application, perform the following procedure:

1. From the System 25 Administration main menu, select

> Voice Stations

> User Stations

> Voice Station Directory

The system displays the Voice Station window ([Figure 5-5](#)).

2. Highlight an extension that will be used for the INTUITY AUDIX application and press **F5** (Delete).

The system displays a message asking you to confirm that you want to delete the information for the extension.

3. Press **F3** (Submit) to confirm deletion.
4. Press the spacebar repeatedly until the **TYPE** column reads Coverage/Auto-Attend.
5. Tab to the **NUMBER** field and enter the extension number to which you want this INTUITY AUDIX port to be assigned.

- 6. Press **F3** (Submit) to save your entry.
- 7. Press **ENTER**.

The system displays the Voice Messaging System Option Window ([Figure 5-8](#)).

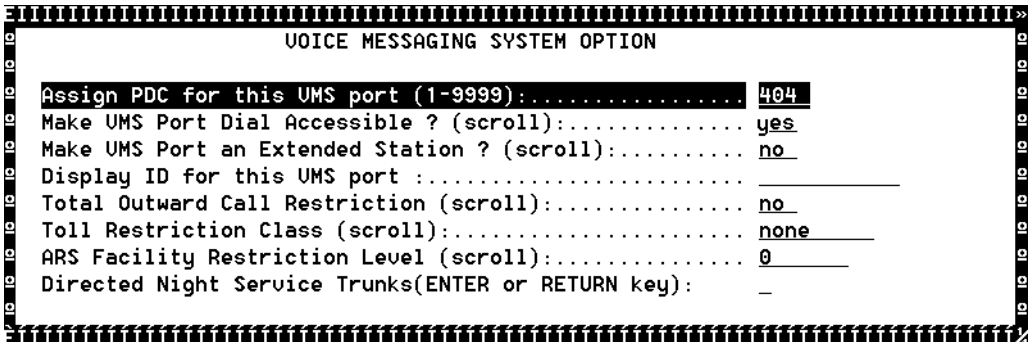


Figure 5-8. Voice Messaging System Option Window; Administering Tip/Ring Ports

- 8. Enter information based on the values you wrote on Worksheet [B: Voice Messaging Systems](#).

NOTE:

In the Make VMS Port Dial Accessible field enter, **yes** to test the system. Once the system is set up and running as per the requirements, you can enter **no** in this field.

- 9. Press **F3** (Submit) to save your entry.
- 10. Press **ESC** to return to the Voice Station Directory window.
- 11. Repeat step 2 through step 10 until you have entered all extensions that will be used for the INTUITY AUDIX application.
- 12. Press **ESC** repeatedly to return to the Main menu and continue with the next procedure.

Assigning Personal Lines to Phantom Extensions

Phantom extensions are administered extensions that *usually* have no corresponding hardware. For integration purposes, phantom extensions are most commonly used to direct incoming trunk calls to automated attendant coverage or to the INTUITY AUDIX login service.



NOTE:

If your business does not use automated attendants, proceed to the [“Send Special Disconnect Code”](#).




CAUTION:


Verify that the attendant console does not own these lines.

To assign phantom extensions, perform the following procedure:

1. From the System 25 Administration Main menu, select



> Voice Stations



> User Stations



> Add a Voice Station

The system displays the Voice Station window (similar to [Figure 5-4](#)).


2. Enter a carrier/slot/port (typically **3/12/1-8**) of an unused port in the PDC (1-9999) : field and press **F3** (Submit).

The system displays a Voice Station window (similar to [Figure 5-5](#)).

3. Enter the PDC in the PDC (1-9999) field.
4. Enter the type of station (typically **34 Button Deluxe**) in the Type : field.
5. Press **F3** (Submit) to save your entry.
6. Press **F7** (Next).

The system displays the Station Options menu.

7. Select



> Buttons

The system displays the appropriate Button Feature Assignment window ([Figure 5-12](#) illustrates the 34-button deluxe type of multi-line set).

8. Use the arrow keys to highlight the button you want to assign as a personal line and press **ENTER**.
The system activates the Button Options menu (lower left corner).
9. Press the space bar until **PERS LINE** is highlighted and press **ENTER**.
The system displays a pop-up window.
10. Enter the trunk number (0–9999).
11. If this station is to be used as a phantom for an automated-attendant, enter **y** in the **Principal Owner** field.
12. If this station is to be used as a phantom for an automated-attendant, enter **y** in the **Allow Ring?** field.
13. Press **F3** (Submit) twice.
The system again displays the Button Feature Assignment window ([Figure 5-13](#)) and **PERS LINE** displays in the button number field.
14. Use the arrow keys to move to the next button and repeat step 8 and step 9 for all lines that are to be assigned to this phantom.
15. Press **F3** (Submit) to save your entries.
16. Using the procedure "[Assigning Members to Group Coverage](#)" assign coverage for this extension.
17. Press **F4** (Cancel) repeatedly to return to the main menu and continue with the next procedure.

Send Special Disconnect Code

The system default ##99 disconnect code must be turned off for use with the Intuity AUDIX system. Use the values you wrote in Worksheet [D: System Dial Plan](#).

To disable the ##99 disconnect code, perform the following procedure:

1. From the main menu, select

```
> System Wide Features
```

```
> Dial Plan
```

The system displays the “Dial Plan Window” ([Figure 5-9](#)).

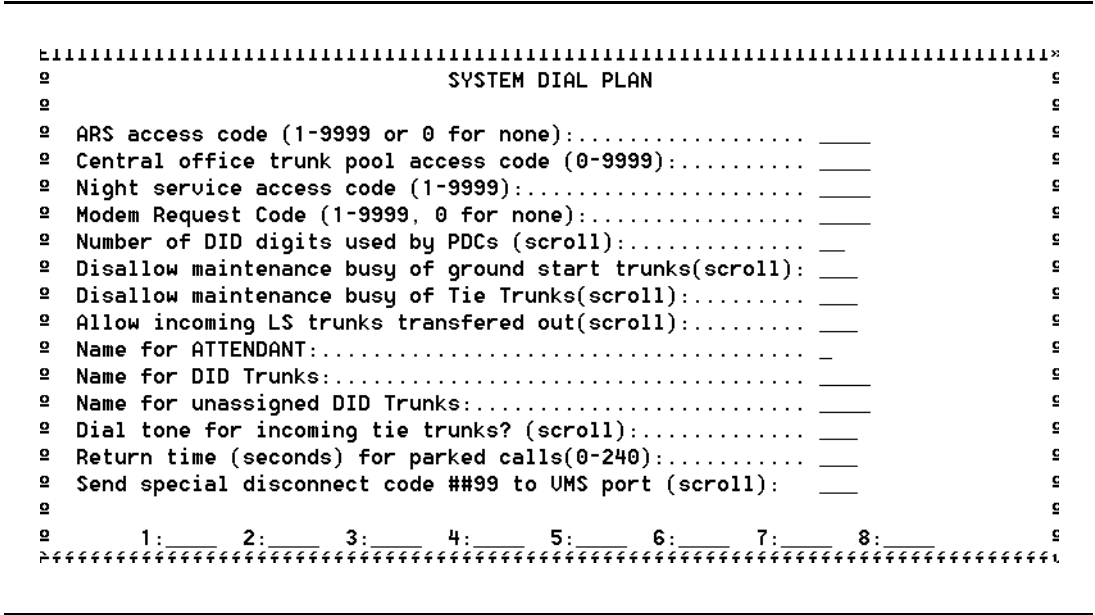


Figure 5-9. System Dial Plan; Turning Off Send Special Disconnect

- Enter **no** in the Send Special disconnect code ##99 to VMS port: field.
- Press **F3** (Submit) to save your entry.
- Press **F4** (Cancel) repeatedly to return to the main menu.
- If your configuration includes CAS, continue with the next procedure.

If your configuration does not include CAS, proceed to [“Creating a DGC for the INTUITY AUDIX Application”](#).

Administer CAS Features

If your system has the optional CAS, the following four feature settings should be administered at this time:

- Send SMDR records to the SMDR port (for analysis by the CAS application)
- Call length before recording the call in the peg count
- Account code digits
- Call accounting terminal (CAT)
- Call accounting system (CAS) terminal

Use the values you wrote in Worksheet [E: SMDR Parameters for CAS](#).

To administer CAS features, perform the following procedure:

1. From the System 25 Administration main menu, select

> System Wide Features

> SMDR

The system displays the Station Message Detail Recording (SMDR) window.

2. Enter **yes** in the Allow SMDR records to be sent to SMDR port? field.
3. Enter a number from 10–255 (seconds) in the Minimum duration of call (in seconds) before recorded: field.

Typically, this number is set at 10.

4. Enter a number from 0–15 in the Number of digits used for account codes: field.

This number is dictated by the system configuration.

5. Enter **no** in the CAT or non-CAT: field.
6. Press **F3** (Submit) to save your entry.
7. Press **ESC** repeatedly to return to the main menu and continue with the next procedure.

Creating a DGC for the INTUITY AUDIX Application

For the switch to cut the voice call through to the INTUITY AUDIX application, the INTUITY AUDIX ports must be in a Direct Calling Group (DCG). A DCG is similar in concept to a hunt group. Use the values you wrote in Worksheet [E: DGC Groups](#).

To create a DCG for the INTUITY AUDIX application, perform the following procedure:

1. From the System 25 Administration main menu, select

> Groups

> Direct Group Calling

The system displays the DCG Groups window ([Figure 5-10](#)).

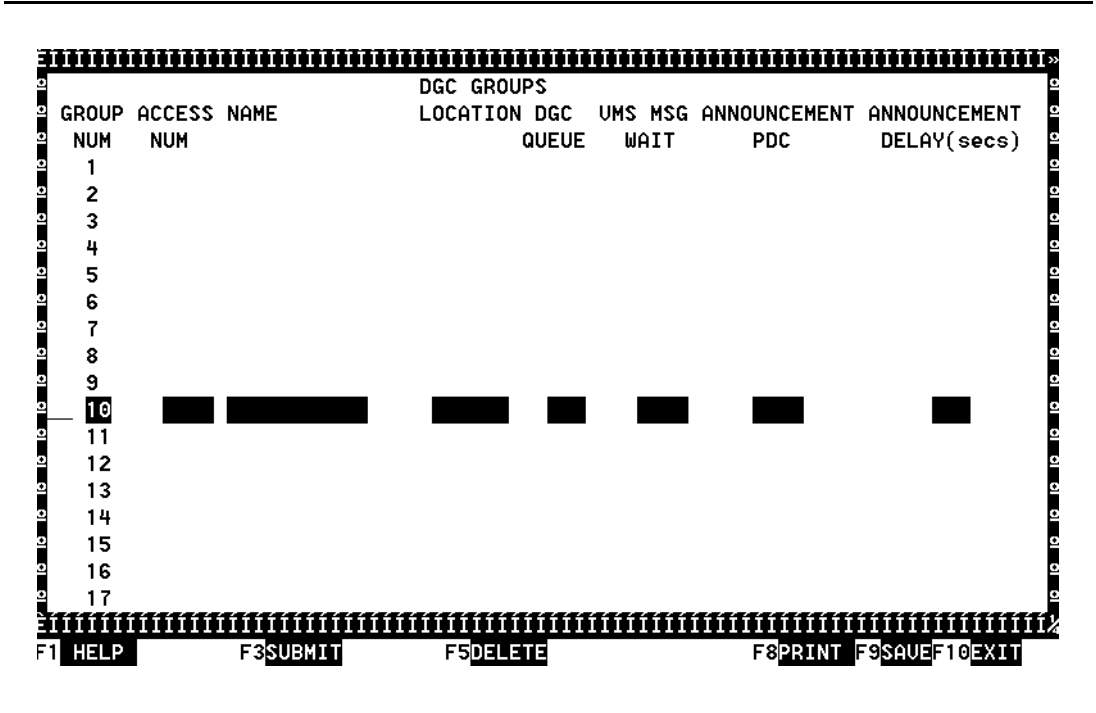


Figure 5-10. DCG Groups Window; Creating a DCG for INTUITY AUDIX

2. Move your cursor to the group number that you want to use (typically, Group 10). Do not use Group 1 for the INTUITY AUDIX DGC.
 3. Press **tab** and enter an access number (for example, **777**) in the **ACCESS NUM** field.
 4. Enter an application name in the **Name** field.
 5. Press **F3** (Submit) to save your entry.
 6. Press **ENTER**.
- The system displays the Group Members window (Figure 5-X).
7. Enter the VMS ports that are to belong to this DCG group in the **Group Members, Extension** field.
 8. Press **F3** (Submit) to save your entry.
 9. Repeat step 7 and step 8 until all ports have been added.
 10. Press **ESC** repeatedly to return to the main menu and continue with the next procedure, [“Assigning Members to Group Coverage”](#).

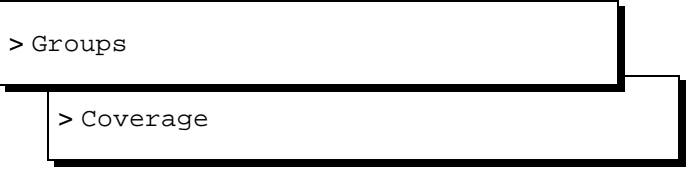
Assigning Members to Group Coverage

Now that the INTUITY AUDIX DCG has been established, you must assign members (subscribers) to the DCG. Use the values you wrote in Worksheet [G](#): *Voice Station Records*. There are two ways to implement this:

- By assigning stations to the coverage group (this procedure)
- By assigning a coverage group for a station (see below)

To assign members to group coverage, perform the following procedure:

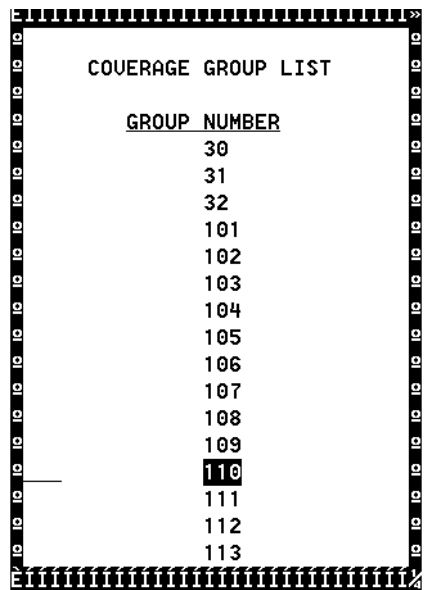
1. From the System 25 Administration main menu, select



> Groups

> Coverage

The system displays the Coverage Group List window ([Figure 5-11](#)).



COVERAGE GROUP LIST	
GROUP	NUMBER
	30
	31
	32
	101
	102
	103
	104
	105
	106
	107
	108
	109
	110
	111
	112
	113

Figure 5-11. Coverage Group List; Assigning Members to Group Coverage

- Use the arrow keys to move the cursor until you highlight the value that represents 100 + the DCG number for the INTUITY AUDIX application and press **(ENTER)**.

This number is 100 plus whatever you administered under [“Creating a DGC for the INTUITY AUDIX Application”](#) above, typically 110. The system displays the Senders and Receivers lists.

- Move the cursor to an empty record and enter the PDC of the new sender.
- Press **(Submit)**.
- Continue adding sender PDCs until all senders (members) for this coverage group have been added.

CAUTION:
Do not implement coverage for all stations until you are ready to cut to service.

NOTE:
If there are an adequate number of ports in the calling group, leave the last port out of this group and assign it for message waiting updates.

6. Press **(F7)** (Next) to access the Receivers list.
7. Add receivers using the same method described in step 3 and step 5 until all receivers for this coverage group have been added.
8. Press **(F3)** (Submit) to save your entry.
9. Press **(F4)** (Cancel) repeatedly to return to the main menu and continue with the next procedure.

Assigning Station Coverage

Calls that are not answered must be directed to the correct INTUITY AUDIX calling group. Use the values you wrote in Worksheet [H: Voice Stations – Single Line Generic Example](#) or Worksheet [I: Voice Stations – Multiline Generic Example](#), as appropriate.

CAUTION:

Do not implement coverage for all stations until you are ready to cut to service.

To assign station coverage, perform the following procedure:

1. From the System 25 Administration main menu, select

> Voice Stations

> User Stations

> Modify a Voice Station

The system displays the [“Modify A Voice Station Window; Renumbering Stations to Either a Three-Digit or Four-Digit Plan”](#) (Figure 5-4).

2. Enter the station's extension in the PCD (1-9999) : field and press **(ENTER)**.
3. Press **(F7)** (Next) twice.

The system displays the Station Options Menu.

4. Select

> Class of Service

The system displays the [“Class of Service Window; Assigning Station Coverage”](#) (Figure 5-12).

CLASS OF SERVICE

Assign ringing line preference (scroll):.....	yes
Prime line preference button number (7-40, 0 for none):.....	__
Group Coverage number (1-32, 101-132, 0 for none):.....	110
Allow call coverage ring on no answer (scroll):.....	yes
Allow call coverage ring on busy (scroll):.....	no
DDCs which can dial for this station (ENTER or RETURN key):	
Bridged Ringing on NO Answer ? (scroll):.....	__
Bridged Ringing on Busy ? (scroll):.....	__
Display Station ? (scroll):.....	__
Incoming Call ID (scroll):.....	__
Call Waiting ? (scroll):.....	__
IXC + 1 calls (scroll):.....	__
IXC + 011 calls (scroll):.....	__
IXC + N calls (scroll):.....	__

Figure 5-12. Class of Service Window; Assigning Station Coverage

5. Enter the group number in the Group Coverage number: field.



NOTE:

To use a calling group as a coverage point, add 100 to the group number. For example, group 10 is typically used as the INTUITY AUDIX DCG group. In that case, 110 would be used as the administered coverage group.

6. Enter **yes** in the Allow call coverage ring on no answer: field.
7. Enter **no** in the Allow call coverage ring on busy: field.
8. Press **(F3)** (Submit) to save your entry.
9. Press **(F4)** (Cancel) repeatedly to return to the main menu.
10. If your site has multi-line sets, continue with the next procedure, [“Administering Multi-Line Features”](#).

If your site does not have multi-line sets, proceed to [“Allowed/Disallowed Lists”](#).

Administering Multi-Line Features

Two features that are typically administered on multi-line stations are:

- Send All Calls – the incoming call is sent directly to the INTUITY AUDIX application without ringing the called party's telephone
- Speed Dial – can be administered to call the INTUITY AUDIX DCG directly

⇒ NOTE:

If your site does not have multi-line sets, proceed to [“Assigning Personal Lines to Phantom Extensions”](#).

To add Send All Calls and Speed Dial to multi-line stations, perform the following procedure:

1. From the System 25 Administration Main menu, select

> Voice Stations

> User Stations

> Modify a Voice Station

The system displays the [“Send All Calls Window; Administering Multi-Line Features”](#) (Figure 5-4).

2. Enter the extension of the station you want to have “Send All Calls” on in the PCD (1-9999) : field and press **ENTER**.
3. Press **F7** (Next) twice.

The system displays the Station Options menu.

4. Select

> Buttons

[illegible]

5. Use the arrow keys to highlight the button you want to administer to have the Send All Calls feature and press **ENTER**.

6. Use the arrow keys to highlight **Send All Calls** and press **(ENTER)**.

```

SEND ALL CALLS

Allow single ring reminder (scroll):..... Yes
Ringing to Bridged/Coverage Stations(scroll): Both

```

Figure 5-14. Send All Calls Window; Administering Multi-Line Features

7. Enter information based on your business needs. (Typically, the entries are **Yes** And **Both**, respectively.)
8. Press **F3** (Submit) to save your entry.
The system redisplay the Button Feature Assignment window ([Figure 5-12](#)) and shows `Send All Calls` in the button number field.
9. Highlight the button you want to administer to have the Speed Dial feature and press **ENTER**.
The system activates the Button Options menu (in the lower left corner).
10. Select **DSS** and press **ENTER**.
11. Enter the INTUITY AUDIX access number or DCG number for this line in the Direct Station Selection pop-up window that is displayed.
12. Press **F3** (Submit) twice to save your entries.
The system returns you to the Button Feature Assignment window and displays **DSS** in the button number field.
13. Press **ESC** repeatedly to return to the main menu and continue with the next procedure.

Allowed/Disallowed Lists

Allowed/Disallowed lists contain extension ranges to which callers can and cannot transfer. When a voice port is outward restricted or toll restricted, allowed/disallowed number lists can be used to restrict calls to specific area codes or exchanges. When outcalling or AMIS networking is required, using outward restriction or toll restriction in combination with an allowed/disallowed number list limits the risk of unauthorized persons using the voice messaging or automated attendant systems to make toll calls because calls can only be made to the area codes or exchanges specified.

Allowed/disallowed lists are necessary to limit the extent of calls made by the Intuity AUDIX system for fax call delivery, outcalling, and AMIS analog networking.



CAUTION:

The actual administration of allowed/disallowed lists and ARS is beyond the scope of this book. However, to successfully integrate your System 25 with the Intuity AUDIX system, these items must be addressed.

When you have finished administering allowed/disallowed lists, continue with the implementation as described in [Chapter 3, "Implementing the Integration"](#).

Saving Switch Changes to File


After the cut-to-service process has been completed (see [“Perform Cut-to-Service Administration”](#) in [Chapter 3, “Implementing the Integration”](#)) and all stations or members are assigned, it is very important to save a copy of the all switch configuration changes to a file. This safeguards the work you have done and ensures that the translations are available, should the need arise.

CAUTION:


These procedures can affect and be affected by call traffic on the System 25. If at all possible, they should be done during nonbusiness hours.

To save the switch changes to a PC file, perform the following procedure:

1. From the System 25 Administration main menu, select



```
> Save and Restore
```



```
> Save to File
```

A save operation takes approximately 5 minutes to complete. The system displays a confirmation message asking if you are sure you want to continue with the save function.

2. Press **F3** (Submit).

The system displays a pop-up window with a default file name for the backup file.

3. If desired, enter in a new file name for the backup file. Otherwise, Press **F3** (Submit).

The administration translations are backed up to the file indicated.

NOTE:

While not required, it is recommended that you verify the file contents by selecting the `Verify with File` option.

4. Press **ESC** repeatedly to return to the main menu.